

I was with a local ISP that used Focal communications for my DSL service. I had a UL (unbundled loop) which liked a lot. Well Focal got out of the DSL business and I went lineshare. Now do to SBC distance limits I would have been only able to get 384/128. So I called up Covad and was able to get 1.5/384 at my distance. Well I had in install date of 3/24 never went live till 3/27 because of SBC. They had me hooked up to the wrong pair at the CO and wouldn't admit it. I have been having a constant click on my voice line since DSL went live. We are finally narrowing down the issue to the CO.

From all of this I have learned a few things

- 1) Covad and SBC like to blame problems on each other. This needs to be fixed and communication needs to be much better.
- 2) Amount of time Covad has to wait for SBC to get back to them for meets or whatever needs to be reduced as well.
- 3) If SBC would raise caps and speeds more people would go with them. The only reason I would go with SBC is because they have put official techs at www.dslreports.com. They get the job done ASAP and know what they are talking about. If they didn't have techs there many people would have dropped SBC by now. Depending on my clients I am having them sign up with either Covad or SBC. I wouldn't do that if those techs weren't at SBC.
- 4) SBC needs to get off there lazy butts and start turning on more Remote Terminals (RT's) to offer DSL to people.

I am on the bubble of DSL and things are good. If I was any further out I would not have any broadband options peroid!!!